

PATENT COOPERATION TREATY

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INTERNATIONAL PRELIMINARY REPORT ON PATENTABILITY
(Chapter II of the Patent Cooperation Treaty)

(PCT Article 36 and Rule 70)

Applicant's or agent's file reference 2030753PC/ko		FOR FURTHER ACTION See Form PCT/IPEA/416	
International application No. PCT/FI2004/000193	International filing date (day/month/year) 31-03-2004	Priority date (day/month/year) 09-04-2003	
International Patent Classification (IPC) or national classification and IPC H04M 3/38, H04M 3/523, H04Q 3/64			
Applicant MEDIANATUM OY ET AL			

1. This report is the international preliminary examination report, established by this International Preliminary Examining Authority under Article 35 and transmitted to the applicant according to Article 36.
2. This REPORT consists of a total of 4 sheets, including this cover sheet.
3. This report is also accompanied by ANNEXES, comprising:
 - a. ☐ (sent to the applicant and to the International Bureau) a total of _____ sheets, as follows:
 - ☐ sheets of the description, claims and/or drawings which have been amended and are the basis of this report and/or sheets containing rectifications authorized by this Authority (see Rule 70.16 and Section 607 of the Administrative Instructions).
 - ☐ sheets which supersede earlier sheets, but which this Authority considers contain an amendment that goes beyond the disclosure in the international application as filed, as indicated in item 4 of Box No. I and the Supplemental Box.
 - b. ☐ (sent to the International Bureau only) a total of (indicate type and number of electronic carrier(s)) _____, containing a sequence listing and/or tables related thereto, in computer readable form only, as indicated in the Supplemental Box Relating to Sequence Listing (see Section 802 of the Administrative Instructions).

4. This report contains indications relating to the following items:

- | | | |
|-------------------------------------|--------------|---|
| <input checked="" type="checkbox"/> | Box No. I | Basis of the report |
| <input type="checkbox"/> | Box No. II | Priority |
| <input type="checkbox"/> | Box No. III | Non-establishment of opinion with regard to novelty, inventive step and industrial applicability |
| <input type="checkbox"/> | Box No. IV | Lack of unity of invention |
| <input checked="" type="checkbox"/> | Box No. V | Reasoned statement under Article 35(2) with regard to novelty, inventive step or industrial applicability; citations and explanations supporting such statement |
| <input type="checkbox"/> | Box No. VI | Certain documents cited |
| <input type="checkbox"/> | Box No. VII | Certain defects in the international application |
| <input type="checkbox"/> | Box No. VIII | Certain observations on the international application |

Date of submission of the demand 14-10-2004	Date of completion of this report 10-12-2004
Name and mailing address of the IPEA/SE Patent- och registreringsverket Box 5055 S-102 42 STOCKHOLM Facsimile No. +46 8 667 72 88	Authorized officer Behroz Moradi/MN Telephone No. +46 8 782 25 00

INTERNATIONAL PRELIMINARY REPORT ON PATENTABILITY

International application No.

PCT/FI2004/000193

Box No. I Basis of the report

1. With regard to the **language**, this report is based on the international application in the language in which it was filed, unless otherwise indicated under this item.

- ☐ This report is based on a translation from the original language into the following language _____, which is the language of a translation furnished for the purposes of:
- ☐ international search (under Rules 12.3 and 23.1(b))
 - ☐ publication of the international application (under Rule 12.4)
 - ☐ international preliminary examination (under Rules 55.2 and/or 55.3)

2. With regard to the **elements** of the international application, this report is based on *(replacement sheets which have been furnished to the receiving Office in response to an invitation under Article 14 are referred to in this report as "originally filed" and are not annexed to this report)*:

- ☒ the international application as originally filed/furnished
- ☐ the description:
- pages _____ as originally filed/furnished
- pages* _____ received by this Authority on _____
- pages* _____ received by this Authority on _____
- ☐ the claims:
- pages _____ as originally filed/furnished
- pages* _____ as amended (together with any statement) under Article 19
- pages* _____ received by this Authority on _____
- pages* _____ received by this Authority on _____
- ☐ the drawings:
- pages _____ as originally filed/furnished
- pages* _____ received by this Authority on _____
- pages* _____ received by this Authority on _____
- ☐ a sequence listing and/or any related table(s) – see Supplemental Box Relating to Sequence Listing.

3. ☐ The amendments have resulted in the cancellation of:

- ☐ the description, pages _____
- ☐ the claims, Nos. _____
- ☐ the drawings, sheets/figs _____
- ☐ the sequence listing (*specify*): _____
- ☐ any table(s) related to the sequence listing (*specify*): _____

4. ☐ This report has been established as if (some of) the amendments annexed to this report and listed below had not been made, since they have been considered to go beyond the disclosure as filed, as indicated in the Supplemental Box (Rule 70.2(c)).

- ☐ the description, pages _____
- ☐ the claims, Nos. _____
- ☐ the drawings, sheets/figs _____
- ☐ the sequence listing (*specify*): _____
- ☐ any table(s) related to the sequence listing (*specify*): _____

* If item 4 applies, some or all of those sheets may be marked "superseded."

INTERNATIONAL PRELIMINARY REPORT ON PATENTABILITY

International application No.

PCT/FI2004/000193

Box No. V Reasoned statement under Article 35(2) with regard to novelty, inventive step or industrial applicability; citations and explanations supporting such statement

1. Statement

Novelty (N)	Claims	<u>1-8</u>	YES
	Claims		NO
Inventive step (IS)	Claims	<u>1-8</u>	YES
	Claims		NO
Industrial applicability (IA)	Claims	<u>1-8</u>	YES
	Claims		NO

2. Citations and explanations (Rule 70.7)

Cited documents in the International Search Report:

D1: US 2003103621 A1
D2: US 5506898 A1
D3: US 2003031309 A1
D4: US 6259786 B1

D1 describes a method, system, and program for expert (= optimal recipient) hold queue management. An incoming call is received and placed in the first queue until a representative of the call centre is available to answer the call (= selecting an optimal recipient for the incoming call). The call may be transferred to a second queue within the first queue (= selecting one of several parallel second queues corresponds to the selected recipient), (page 1 parts 15 -19; claim 16; figs. 1 - 9; abstract).

D2 relates to queuing arrangements, for example to telephone call-answering arrangements and automatic call-distribution arrangements in telecommunications systems. The arrangement preferably performs the waiting time estimation separately and individually for each separate queue in multi-queue system, such as a multi-split ACD system. Each priority level may also be treated as a separate queue in such a system, (column 2 lines 1 - 60; claims 1-19; Abstract).

D3 describes a system and method provide for the processing and routing of incoming calls for a call centre. The system is specially configured such that incoming calls are prioritized and placed in a virtual queue if it is determined that a live call attendant is not available.

.../...

Supplemental Box

In case the space in any of the preceding boxes is not sufficient.

Continuation of: BOX V

While in the queue, the system is further configured such that the caller may initiate and participate in various interactive functions while simultaneously maintaining their priority position in the virtual call queue(= placing a virtual call in the second queue that corresponds to the incoming call), (page 1 part 5 - page 2 part 14; figs. 1 - 3; abstract).

D4 describes a call queuing system for a call centre establishes virtual calls for callers, and allows the callers to disconnect and await a later call-back when the virtual call is routed to an agent. Callers are connected to an IVR (= interactive voice response) and informed that they may disconnect and await the call-back. An IVR may also be used when the call-back is made, informing the caller of the nature of the new call, and that they are now being connected to an agent, (column 2 line 35 - column 3 line 21; figs. 1 -3; abstract).

The invention defined in claims 1-8 is not disclosed by any of these documents. The cited prior art does not give any indication that would lead a person skilled in the art to a method processing an incoming call like this: after the incoming call has propagated through the first queue system, selecting an optimal recipient, which is capable to answering the incoming call, and terminating the incoming call; placing in the selected second queue system a virtual call that corresponds to the incoming call and establishing a call-back call and connecting the selected recipient to the call-back call. The recipient selection is based on to choosing a recipient that appears to be suitable, given the information on the client's nature of business and recipients' expertise that is available to the selection mechanism. The client can use a single telephone number or other network address to reach any or the potential recipient which is determined on the basis of the client's nature of business.

Therefore, the invention defined in claims 1-8 is not obvious to a person skilled in the art. Accordingly, the invention defined in claims 1-8 is novel and is considered to involve an inventive step. The invention defined in claims 1-8 is industrially applicable.